

GERRITY CORRUGATED PAPER PRODUCTS LTD.

AODA POLICIES

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INTRODUCTION

Gerrity Corrugated Paper Products Ltd. ("Gerrity") is committed to ensuring equal access and participation for people with disabilities. At Gerrity, we believe that people with disabilities are to be treated in a way that allows them to maintain their dignity and independence.

PURPOSE

This document includes documentation produced by Gerrity to ensure equal access and participation for people with disabilities pursuant to applicable legislation, regulations and authorities governing accessibility in the Province of Ontario.

STATEMENT OF COMMITMENT

Gerrity is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Further, Gerrity is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination. Gerrity understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law.

Gerrity is committed to excellence in serving and providing goods and services to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

This document and the other documents on our website are available in accessible formats upon request.

ACCESSIBLE CUSTOMER SERVICE POLICY

Training

At Gerrity, we are committed to training staff in accessible customer service, other Ontario accessibility standards and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities.

Training of our employees on accessibility relates to their specific roles. Training may include:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

Gerrity trains staff as soon as practicable after being hired and provides training in respect of any changes to the policies. Gerrity maintains records, as required, of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods or services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods or services. We ensure that our staff are trained and familiar with any assistive devices we may have on site.

Communication

Gerrity communicates with people with disabilities in ways that take into account their disability. This may include the following: Email, Telephone, Teams, and TTY Relay services. We will collaborate with the person with disabilities to determine what method of communication works for them.

Service Animals

Gerrity welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a Regulated Health Professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A Regulated Health Professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will explain why the animal is excluded and discuss with the customer another way of providing goods, services, or facilities to ensure people with disabilities can access our goods, services, or facilities.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be made publicly available on the Gerrity website.

Feedback Process

Gerrity welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways: email, verbal, telephone call or message, mail. All feedback, including complaints, should be directed to the HR Director and responses can be expected within three (3) business days. Gerrity strives to ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

Gerrity notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the Gerrity website. Gerrity will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner, considering the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with an explanation as to why the information or communications are unconvertible, and a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by posting on the Gerrity website. We also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

ACCESSIBLE EMPLOYMENT POLICY

Gerrity notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring.

Gerrity notifies job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

Gerrity notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment.

Gerrity notifies staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability. We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace.

Assistance in the Event of an Emergency

Where needed, Gerrity will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability. We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization;
- b) When the employee's overall accommodations needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

Gerrity has a written process to develop individual accommodation plans for employees. Gerrity also has a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work and our performance management processes take into account the accessibility needs of all employees.

ACCESSIBLE INFORMATION AND COMMUNICATIONS POLICY

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Gerrity strives to provide information and communications to all in a format or manner that meets their needs. The company provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request. The company also ensures that our website and web content meet the standards required by the *Integrated Accessibility Standards Regulation* to enable accessible information and communications online.

The public is informed of the availability of accessible formats and communication supports by visiting the website. Requests for accessible formats or communication supports should be submitted to the HR Director, by email at tammi@gerrity.com. The company consults with the individual making the request to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.

Exceptions

These standards do not apply to products and product labels, unconvertible information, or communications; or information that the company does not control through a contractual relationship. Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If Gerrity Corrugated Paper Products Ltd. determines that information or communications are unconvertible, the company provides the individual who made the request with an explanation as to why and a summary of the information or communications.

CHANGES TO EXISTING POLICIES

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

MULTI-YEAR ACCESSIBILITY PLAN

Message from the President

Gerrity is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Further, Gerrity is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination. Gerrity understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law.

Gerrity is committed to excellence in serving and providing goods and services to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

This document and the other documents on our website are available in accessible formats upon request.

Introduction

Gerrity strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Gerrity is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. This plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every five (5) years. Gerrity trains staff as soon as practicable after being hired and provides training in respect of any changes to the policies and Gerrity maintains records of the training provided.

Accessibility Plan

This accessibility plan outlines Gerrity's strategy to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact our HR Director, by email at tammi@gerrity.com.

This plan is in effect from December 1, 2023, to November 30, 2028.

1. Past Achievements to Remove and Prevent Barriers

Gerrity highlights here the following initiatives that have been completed to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

Customer Service

Gerrity has developed policies and processes to comply with the Customer Service Standard. The company has remained in compliance with the Customer Service Standard, has developed and communicated a process for customer feedback and a process under which action is taken to address the feedback received. The company, in developing these policies and processes has taken a step-by-step approach to identify, examine, address, and remove potential barriers that may prevent people from giving feedback.

Information and Communications

The company has developed policies and processes to comply with the accessible information and communication standard. Gerrity has remained in compliance with the accessible information and communication standard, has developed and communicated a process for requests for information in different formats and a process under which action is taken to provide information in an alternate format. The company, in developing these policies and processes has taken a step-by-step approach to identify, examine, address, and remove potential barriers that may prevent people from receiving information in the format that they require.

Employment

The company has developed policies and processes to comply with the Accessible Employment Standard. Gerrity has remained in compliance with the Accessible Employment Standard, has developed and communicated a process for requests for accommodation during the hiring process and a process to document and implement required accommodations. The company, in developing these policies and processes has taken a step-by-step approach to identify, examine, address, and remove potential barriers that may prevent people from pursuing employment with the company.

Training

The company has developed policies and processes to comply with training requirements. It has sourced training delivery methods that allow for the content to be communicated via different or alternate methods as may be required by people with disabilities. Gerrity has researched and acknowledged its responsibilities with respect to training under the *Integrated Accessibility Standards Regulation*. The company, in developing these policies and processes has taken a step-by-step approach to identify, examine, address, and add to the training any information that will assist with an understanding and ability to remove potential barriers experienced when interacting with the company.

Other

The company has made changes to its physical environment to make it more accessible to employees and visitors who may be physically challenged. These include:

- Accessible parking is available close to the main doors
- Ramps have been installed from the parking lot to the main walkway
- The main door is extra wide to accommodate assisted mobility devices
- The lobby area and hallways are extra wide to accommodate assisted mobility devices
- The offices are all on one level to accommodate assisted mobility devices
- There is an accessible washroom available in both main washrooms to accommodate assisted mobility devices
- Desks are affixed with adjustable height devices upon request
- A Teams messaging system has been installed company-wide to allow for type-written or verbal chats according to abilities/preferences

2. Strategies and Actions

Gerrity continues its ongoing undertaking to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

Gerrity is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others. The company will:

- Review its policies related to accessible customer service
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Review its training efforts related to accessible customer service
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Review its processes related to accessible customer service
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Review all comment and feedback received with respect to the accessibility of its customer service operations
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Amend and update related policies, as required
 - Any necessary amendments will be made by November 30 of the year in which the review was conducted

Information and Communications

Gerrity is committed to making our information and communications accessible to people with disabilities. This means that we will make our information and communications available to people with disabilities in a format that works for them. The company will:

- Review its policies related to accessible information and communications
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Review its processes related to accessible information and communications
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Review all comment and feedback received with respect to the accessibility of its information and communications
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Amend and update related policies, as required
 - Any necessary amendments will be made by November 30 of the year in which the review was conducted

Employment

Gerrity is committed to fair and accessible employment practices. This means that we will continue to make our employment practices inclusive to people with disabilities. The company will:

- Review its policies related to accessible employment
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Review its processes related to accessible employment
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Review all comment and feedback received with respect to the accessibility of its employment practices
 - This review will be conducted in the month of November in 2024, 2025, 2026, 2027 and 2028
- Amend and update related policies, as required
 - Any necessary amendments will be made by November 30 of the year in which the review was conducted